

LEAD Program at SickKids Hospital (2009)

Effective managers help make healthy work places at Toronto's SickKids Hospital. SickKids is committed to developing the capacity of its new and existing people managers through the [LEAD Program](#), a three and a half day professional development program.

The LEAD Program focuses on three main topics to help managers build their personal and professional efficacy. The first topic area is 'Management Styles and Coaching'. Here participants learn that while coaching may be the least used management style it is often the most effective style to support employees in identifying and achieving goals.

The second topic area looks at 'A Year in the Life of a SickKids Manager' where managers learn the skills necessary to fulfill relevant administrative and leadership duties. Some activities explored include Recruitment, Performance Management and Payroll.

The third topic area is called 'The SickKids Leadership Model' where managers develop their own personal leadership goals.

Finally, leadership development continues after the program as participants are offered on-going support through tele-classes and access to master coach trainers.

A popular initiative, 169 of the organization's 270 managers have been trained to date and the LEAD Program always boasts a wait list. Evaluations also demonstrate the success of the program with participants consistently offering a 100% approval rate. As one participant noted "I feel really excited to go back to the job and make changes and implement new techniques! This program really demonstrates this organization's commitment to developing leaders' capacity".

By inspiring its managers as leaders for the organization, SickKids Hospital demonstrates that building staff capacity is a tool for creating healthy workplaces and supportive environments.